

## Minimum Service Standards

This table is from the Tasmanian Water and Sewerage Industry [Customer Service Code \(version 8\) 1 July 2022](#).

	2022 -23	2023 -24	2024 -25	2025 -26	Average standard or ratio
<b>Water</b>					
Percentage of response times within 1 hour to attend Priority 1* bursts and leaks	90%	90%	90%	90%	
Percentage of response times within 3 hours to attend Priority 2* bursts and leaks	90%	90%	90%	90%	
Percentage of response times within 3 days to attend Priority 3* bursts and leaks	90%	90%	90%	90%	
Number of water main breaks, bursts or leaks per 100km of water main	33	32	31	30	✓
Number of unplanned water interruptions per 1 000 properties	170	169	167	165	✓
Percentage of unplanned water supply interruptions restored within 3 hours	80%	80%	80%	80%	
Percentage of unplanned water supply interruptions restored within 5 hours	94%	94%	94%	95%	
Percentage of planned interruptions restored within 5 hours	90%	90%	90%	90%	
Percentage of planned interruptions restored within the time nominated# to affected customers	90%	95%	95%	95%	
Percentage of unaccounted for water (of total sourced potable water)	20%	19%	18%	17%	
Real losses: water lost per km of water main, per day (kL)	9.0	8.0	7.5	7.0	✓
<p><b>*Priority 1:</b> is a burst or leak that causes, or has the potential to cause, substantial damage or harm to customers, water quality, flow rate, property or environment.</p> <p><b>Priority 2:</b> is a burst or leak that causes, or has the potential to cause, minor damage or harm to customers, water quality, flow rate, property or environment.</p> <p><b>Priority 3:</b> is a burst or leak that causes no discernible impact on customers, property or the environment.</p> <p># Time nominated is the finish date and time of the interruption that was communicated to affected customers when notified of the planned interruption.</p>					
<b>Sewerage</b>					
Number of sewerage mains breaks and chokes per 100km of sewer main	40	40	39	38	✓
Percentage of sewer spills, breaks and chokes responded to within 1 hour	90%	90%	90%	90%	
Percentage of sewage spills contained within 3 hours	99%	99%	99%	99%	
Number of critically notifiable^ spills	2	2	1	1	
<p>^ Critically notifiable spills are determined by using the EPA Sewage Spill Notification Guidelines. The full document is available at <a href="http://epa.tas.gov.au">epa.tas.gov.au</a>.</p>					
<b>Customers</b>					
Number of water complaints per 1 000 properties	6.0	6.0	6.0	6.0	✓
Number of sewerage complaints per 1 000 properties	1.3	1.1	1.0	1.0	✓
Percentage of calls resolved upon first contact##	90%	90%	90%	90%	
Customer satisfaction score	70%	72%	74%	75%	
<p>## First contact resolution is determined when the customer responds 'yes' to a post-call survey that asks if their call was handled at the first point of contact.</p>					